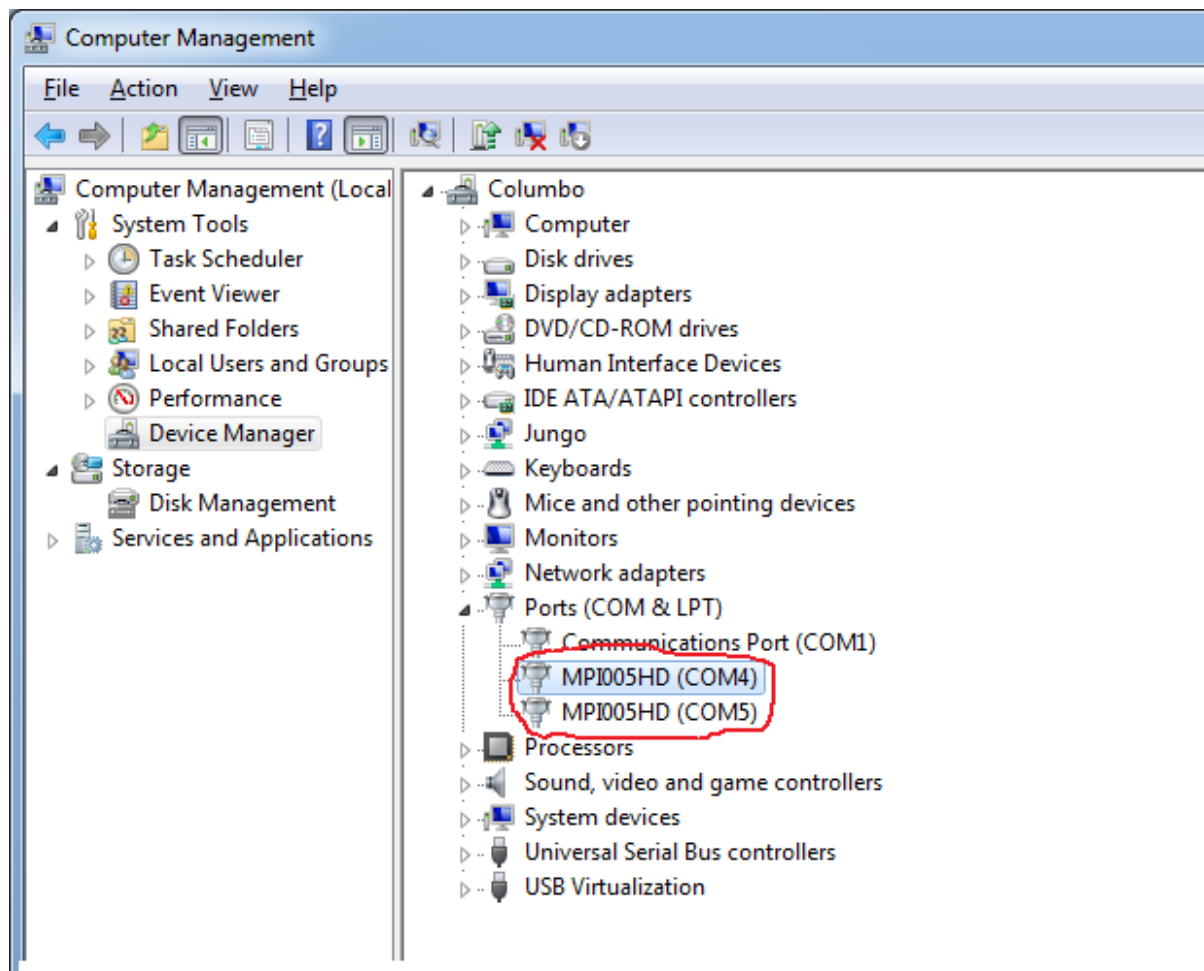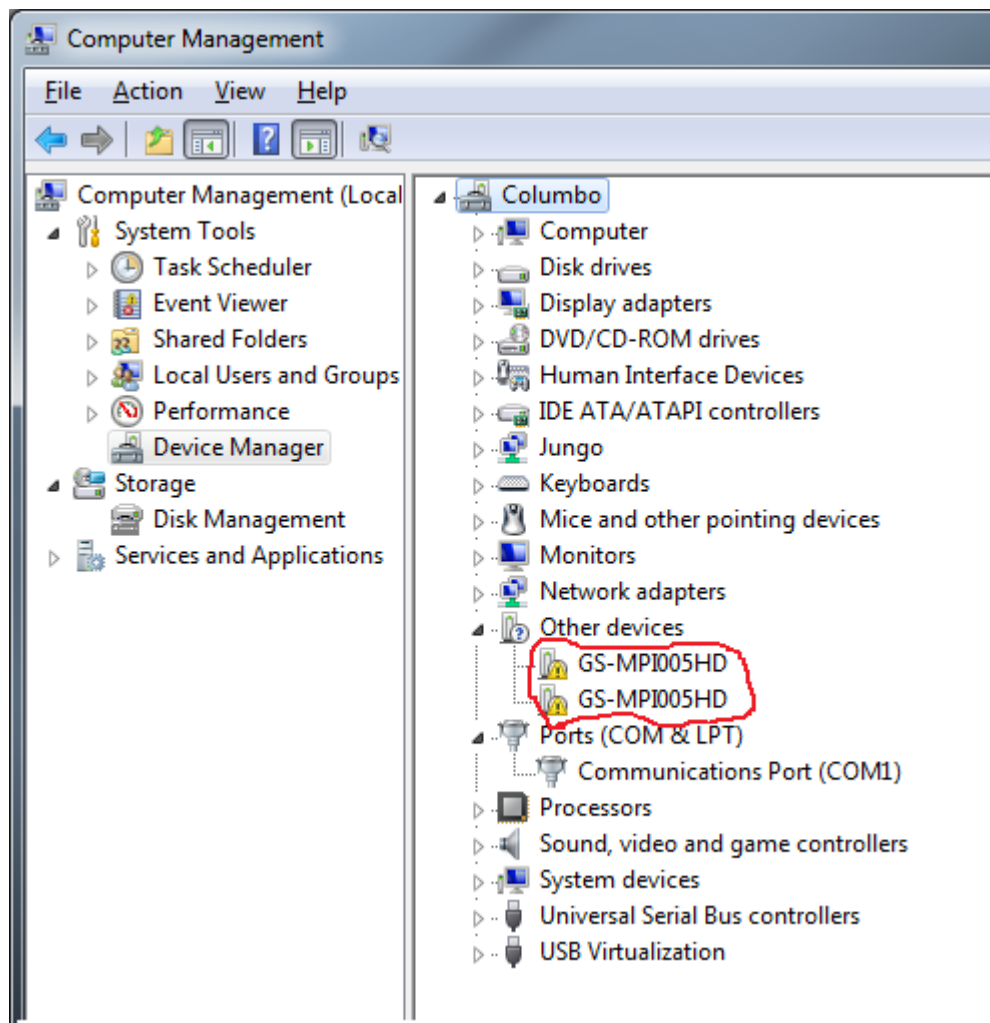## Troubleshooting MPI005HD

- If you get a error message no USB device connected to the system.

make sure the Serial ports drivers are installed in order to do that you must connect the MPI005HD (Mobile phone) device to your computer via USB cable now go the device manager under Ports (COM & LPT) you will see for each device connected to your system MPI005HD (COMX) example bellow you can see 2 MPI005HD device are connected to my computer.

If you see a question mark on this ports like in the one image bellow then Right click and

Select Update driver software say browse my computer for the drivers software select this path -- C:\Program Files\Glensound-MPI005HD\signed\USB_Driver and in that select the file MPI005HD.inf and click on next it will install the serial port drivers for you once this is done you must be able to see the first screen.

- If you see that your call history and phone book contents and not stored

Make sure that C:\Program Files\Glensound-MPI005HD\signed\call_history.dat & C:\Program Files\Glensound-MPI005HD\signed\phone_book.dat Both these file must have sufficient admin privileges in order to store call history or phone book. If not present on your OS Right click on each of the above files go to Properties->security->Edit->Add under enter object name add "authenticated users" click apply and ok.

- MPI005HD Short cut icon does not open show up anything on screen.

Right click on MPI005HD short cut ->Properties->General->Opens with make sure Java(TM) Platform SE binary is selected/present.